



# **Emergency Medical Services**

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**City of New Orleans**

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# **1) Improved 911 Call Response**

# Improved 911 Call Response

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## ■ Scope

- Increased response time compliance to Code 3 (more urgent) calls from 65% to 68-70%
- Now analyzing outliers and performing root-cause analyses to identify opportunities for improvement
- Working with NOFD to increase timeliness of response to critical cases

## ■ **Improvement/Why It Matters**

- Ensuring that medical service arrives and intervenes as soon as able

## **2) Enhanced State of the Art Equipment**

# Enhanced State of the Art Equipment

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- Scope

- Increased number of LUCAS chest compression devices used by NOEMS and NOFD
- Deployed new cardiac monitors that have improved capability and communication with local emergency departments

- **Improvement/Why It Matters**

- Ensured that cardiac arrest patients receive quality, fatigue-free, CPR
- Trained staff to utilize enhanced technology and intervene earlier by notifying hospitals immediately of critical transports

**3) “Went” Green and Saved \$\$\$**

# “Went” Green and Saved \$\$\$

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- Scope

- Installed idle-maintenance reduction into 1/3 of ambulance fleet

- **Improvement/Why It Matters**

- Reduced CO<sub>2</sub> emissions
  - Saved over \$33,000 in fuel over 10 months (even with incremental installation)
  - Capitalized on a small change that continues to improve our community



## **4) Increased City of New Orleans' AEDs**

# Increased City of New Orleans' AEDs

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- Scope

- Installed (and still installing) AEDs in City-owned properties, including libraries, NORDC, and City Hall
- Trained City employees in CPR and AED use

- **Improvement/Why It Matters**

- Emphasized the importance of community training and response
- Supported initiative of wellness and well-being in all City spaces

## **5) Collaborated to Fight Opioid Misuse & Abuse**

# Collaborated to Fight Opioid Misuse & Abuse

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- Scope

- Worked with NOHD to reconvene Opiate Task Force
- Meeting regularly with community stakeholders

- **Improvement/Why It Matters**

- Delineating community resources and needs
- Looking at opportunities for funding and future engagement

## **6) Identified Most Vulnerable Citizens & Residents**

# Identified Most Vulnerable Citizens & Residents

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- Scope

- Working with NOHD to determine unique health needs of each neighborhood
- Identifying homelessness alternatives (ex. Low Barrier Shelter)
- Collaborating to build pathways for substance abuse and mental health (ex. Sobering Center)

- **Improvement/Why It Matters**

- Recognizing social determinants of health and their impact on quality of life

# **7) Developed Bystander Response Community Training**

# Developed Bystander Response Community Training

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## ■ Scope

- Worked with NOHD to identify local churches, salons, and bars interested in bystander response training
- Engaged community leaders for support
- Taught hands-only CPR and Stop the Bleed tourniquet use

## ■ **Improvement/Why It Matters**

- Emphasized that EMS response is often at least 4 critical minutes after cardiac arrest, i.e. bystander response save lives!



## **8) Modernized Hiring Process**

# Modernized Hiring Process

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- Scope

- Recognized the need for transparent and fair hiring of employees
- Developed a hiring committee with diversity in both background and opinion

- **Improvement/Why It Matters**

- Ensured objectivity in future hiring decisions
- Enforced that diversity breeds excellence

# **9) Promoted Workplace Wellness & Equity**

# Promoted Workplace Wellness & Equity

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## ■ Scope

- Conducted 1<sup>st</sup> employee engagement survey and identified opportunities to improve the workplace
- Created a wellness committee involving staff at all levels
- Collaborating with NOPD and NOFD to provide stress mitigation for 1<sup>st</sup> responders

## ■ Improvement/Why It Matters

- Working to create inclusion, access, and support for employees

# **10) Provided Quality Prehospital Health Care**

# Provided Quality Prehospital Health Care

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- Scope

- Continue to train new providers on EMS standards
- Continue to update leadership on local, state, and national EMS developments
- Continue to educate community on preventive health and emergency intervention

- **Improvement/Why It Matters**

- Continue to surpass clinical benchmarks for excellent medical care